

Dear Snappy Customer,

We are unfortunate to have to contact you, but on Friday, August 7, 2015, we were notified of a security threat affecting all versions of ProductCart, the online store software used by Snappy Popcorn. This breach resulted in your credit card data being compromised, including name, credit card number and security code.

We want to assure you this breach of security was not an error on the part of Snappy Popcorn or our host provider; this intrusion was carried out by a hacker on a national level targeting ProductCart's e-commerce software. At Snappy we take the security of our customers very seriously, and are assured that appropriate steps have been taken by the software developer and host provider to secure online ordering and our customers' private information. The ProductCart development team has written a security patch that has been applied to increase protection against future attacks, and all compromised code has been removed from the ProductCart software. Subsequently, all malicious database tables have also been removed.

Recommendations for your protection:

We recommend contacting your creditor to cancel the affected credit card or a credit bureau to place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.

Equifax
800-685-1111

Experian
888-397-3742

TransUnion
800-680-7289

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you suspect you have been a victim of identity theft, please file a report with your local law enforcement or the attorney general immediately. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts. You also should file a complaint with the FTC at www.ftc.gov/idtheft or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations.

We appreciate your business, and want to assure you that the security of our online store has been reinstated, ensuring your future Snappy purchases can be made with peace of mind.

Sincerely,
Jon Tiefenthaler, Owner
Snappy Popcorn